

Catholic Family Services of Durham – Case for Support

Imagine if every child in our community grew up in a loving, permanent family. Imagine if every teen and young adult in need of guidance had a dedicated mentor, and unemployed adults could be matched with solid employers. Imagine if each family on the verge of a crisis found relief and hope through the support of their neighbours and community.

At Catholic Family Services of Durham, our mission is to strengthen the emotional and social well being of all individuals and families, through counseling, abuse prevention and education regardless of denomination. Together with our partners, we are dedicated to bringing our community closer to realizing this vision.

“John” was an 8 year-old boy who had witnessed his father almost kill his mother when he was only four years old. He, too, had been the victim of his parent’s physical and emotional rage.

Our Story is Their Success



Pain and suffering don’t only exist in distant, remote parts of the world. Our own community of Durham is a predominantly middle class region within the GTA, known for its quiet tree-lined streets of residential homes and the beautiful, century-old facades of its downtown buildings. However, the reality of life in our community is often in stark contrast to the peaceful streets and gentle rolling hills that comprise the beauty of Durham.

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Established in 1981 and incorporated in 1983, Catholic Family Services of Durham is a registered charity and an active member of D.R.I.V.E.N. (Durham Region Intimate Violence Empowerment Network) and Violence Against Women Team in Durham Region. For nearly 30 years, Catholic Family Services of Durham has played a leadership role in the fight against domestic violence and abuse. We support the victims of abuse with counseling and programs to aid in their psychological, emotional and spiritual healing. We are committed to those experiencing such crises by supporting and collaborating with them through their healing journey.

“Christine” was involved in a series of abusive relationships when she entered counseling. Through group and individual therapy, she was able to identify the reasons she had been vulnerable to such harmful relationships.

Our Challenge

Little known facts about our community:

- **Durham has historically had one of the highest rate of homicide among women in the province of Ontario**
- **Durham Police respond to an average of 14 domestic disputes daily**

Each day, Catholic Family Services engages with as many as 55 individuals seeking the support of our many services. Each year, we attempt to serve more people, meet more needs, and make advances technologically – yet our funding level remains flat year over year. During the economic downturn of 2007/08, Catholic Family Services of Durham saw a 24% increase in



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domestic violence cases in one quarter alone. Sadly, despite a re-stabilization in the economy, the number of cases continues to climb.

By the time “John” finished counseling, he was talking about his feelings, engaging in problem-solving discussions with his mother, controlling his temper, and had successfully completed his schooling.

Across the Durham region, victims of abuse and family violence are referred to us by doctors, teachers, shelter services, pastors, relatives and friends. Each year we dedicate more than 11,000 hours to programs that counsel, support and educate our clients so that they can resume fulfilling and healthy lives and, in turn, make valuable contributions to our community.

Tragically, many callers and/or referrals cannot be placed into programs or partnered with our counselors immediately. A waiting time of four to six weeks results in many clients failing to receive the urgent intervention and support of our professional staff. Year after year, our list of clients requesting support who cannot be accommodated in our programs grows. This inability to meet the increasing needs of the most vulnerable in our communities is troubling and unacceptable.

Our aging computer systems adversely affect all processes – Client Intake, Record Maintenance and Appointment Scheduling – which directly impact our ability to provide consistent service levels to everyone in need.

Today, we lack the financial resources necessary to modernize our facilities and to improve our computer and technological capabilities.

Meeting the Challenges

Every day we witness the strength and vitality of the human spirit. We participate in the education, healing and



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growth of people who, not many months before, were searching for the dignity found in healthy relationships with others and with themselves.

Our counseling sessions, group programs and family life education programs require additional resources. Our counselors and support staff require new tools to meet the tireless, growing needs of families and individuals in our community.

“Sue” was almost murdered by her partner. Her participation in individual and group counseling for victims of domestic violence has helped her to process the trauma, enabling her to rebuild her self-esteem, and ultimately her life.



The Ministry of Community and Social Services of the province of Ontario and Catholic Charities provide the lion’s share of our financial support, and The United Way, Catholic Family Services session fees, donations and fundraising activities comprise additional resources. To meet the present and growing demands of our community, we require the following investments:

One Time Costs

- Computer infrastructure and technical solutions (Client database and requisite hardware) \$50,000
- Accessible facility with appropriate private spaces/rooms \$50,000

Ongoing Costs

- Staff Hiring (reduce wait times) \$50,000
- Staff Education \$35,000
- Communication and community partnerships \$10,000
- Program enhancement and delivery \$10,000

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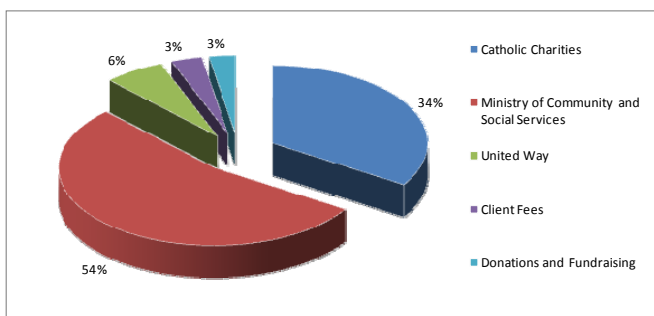
Currently, our core funding will not cover these urgent requirements. Even though we have established an annual fundraising event – the “Heart to Heart Ball” – and other smaller event fundraisers, we cannot meet the rising costs and demands of today. Computers, software and education needs, combined with capital and communication priorities, require additional funding in order to provide the services our clients so desperately need.

The buck stops here!

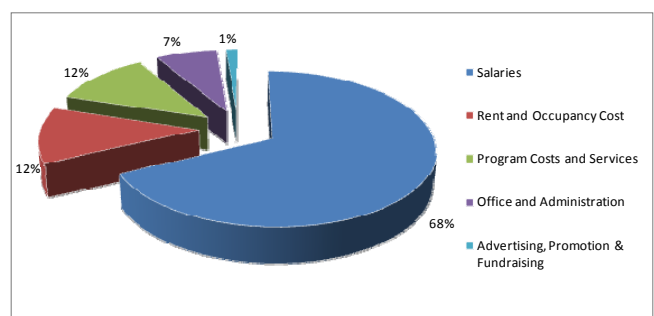
At Catholic Family Services of Durham, we are proud of our track record of prudence and financial responsibility. Since 2005:

- ✂ More than 85% of our annual revenue was designated to fund direct services to women, children and families.
- ✂ Catholic Family Services of Durham has reinvested more than \$4.7 million in services to support families and prevent violence against women and children.
- ✂ Roughly 5,000 individuals in need have been served from the Ajax, Port Perry and Oshawa locations of Catholic Family Services of Durham for an overall average client fee of less than \$40 per hour – One of the most cost-effective client based counseling service in Ontario
- ✂ Each year demand for our services has increased by approximately 10% while funding increases have been limited to 2% annually.

Revenue



Expenses



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Our appeal to you

Please help us to confront the challenges facing women, children and families in our community – to meet their needs and to achieve our vision to create new possibilities for so many in Durham. Imagine happy, healthy families where women and children are not abused, couples can learn to express their feelings with kindness and honesty, and parents can ask for and receive the support they need to nurture their children.

Catholic Family Services of Durham is counting on your financial support to help serve the needs of Durham with compassion and dedication. Please consider a financial gift to Catholic Family Services of Durham.

We acknowledge and deeply appreciate your generosity.

